

M e m o r a n d u m

To: All DTS Customer Departments
All Data Processing Managers

Date: December 8, 2008

From: Department of Technology Services

Subject: FY 2008/09 Mid-Year Billing Rate Changes

The Department of Technology Services (DTS) is implementing billing rate changes for FY 2008/09. This is the fourth step in rate adjustments resulting from consolidating DTS service offerings. The first was announced on July 1, 2006 and DTS reduced costs to customers by approximately \$16.3 million. The second adjustment addressed additional service areas and provided further decreases in costs to customers, in the amount of approximately \$26.7 million. The third adjustment added some additional service options and decreased costs to customers by approximately \$400,000.

The net impact to DTS for the 6 month period in FY 2008/09 will be an additional \$1 million in revenue. The following is a summary of key changes, effective January 1, 2009:

- **COEMS Services:** DTS is increasing the rates for Customer Owned Equipment Managed Services (COEMS). The purpose for this rate change is to recover the actual raised floor space costs and all associated facilities costs. COEMS offers lower cost alternatives and quality efficiencies for customers who do not need fully managed services. Please also note that DTS will no longer be offering ½ cabinets and will add a floor space reservation surcharge to reserve space for COEMS services. The following table represents the monthly COEMS rate changes, effective January 1, 2009.

Service	Current Monthly Rate	Approved Monthly Rate
DTS Owned Cabinet – Full (per cabinet)	\$300	\$830
DTS Owned Cabinet – Half	\$170	\$0
Customer Owned Cabinet (per cabinet)	\$230	\$720
Floor Space Reservation (per cabinet space requirements)	\$0	\$545

- **Print Services:** The DTS is adjusting rates for print output services in order to recover the DTS and outsourced vendor costs. DTS will increase print rates on January 1, 2009. A second print rate increase will be effective July 1, 2009. DTS is in the process of pursuing online options for output services. This will enable DTS customers to choose to view output online using either the current mainframe or via a web browser, while leaving the data stored securely at a DTS data center. Both online viewing and secure file transfer will enable customers to access their data without the need to first convert it to a media that must be physically transported or stored. DTS is consolidating all previous print rates into 6 rates:

Service	Current Rate	Approved Rate 1/1/2009	Approved Rate 7/1/2009
Black & White Print – Contractor Supplied Forms (Continuous Forms)	\$0.029/page	\$0.058	\$0.14
Black & White Print – Contractor Supplied Forms (Cut Sheet – Xerox)	\$0.029/page	\$0.058	\$0.16
Black & White Print – Contractor Supplied Forms (Impact Print)	\$0.029/page	\$0.058	\$0.17
Customer - Supplied Forms	\$0.029/page	\$0.058	\$0.14
Labels	\$.0964/page	\$0.145	\$0.19
Burst & Trim	\$0.00/foot	\$0.03	\$0.08

- **Enhancements to the Statewide E-mail Service Offering:** Enhancements will be offered for Statewide E-mail. These enhancements will be offered as a direct pass through cost plus DTS support cost to customers who wish to use them. The enhancements are:
 - **E-fax:** Allows customers to receive faxed messages in their E-mail in-box.
 - **Encryption:** Encrypts the content of sent and received emails.

The above rate changes will be posted on the DTS Billing Rate schedule when they become effective January 1, 2009. If you have any questions, please contact Colleen Field at (916) 739-7904 or email dtsbilling@dts.ca.gov.

DTS values your continuing support and welcomes your suggestions.



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